



Randy Spenla, City Auditor

City of Phoenix (24 years)

[City of Phoenix]

- 14,000 employees
- \$3.2 billion operating budget
- City Manager/Mayor form of government
- 2 City Manager's last 30 years

[City Auditor Department]

- 37 auditors/audit managers
- Appointed by/reports to City Manager
- 160 audits per year
- Dedicated IT Audit Division
- Dedicated Airport Audit Division
- Continuous Audit Team
- 30% to 40% of audits requested

[Phoenix Audit Committee]

- Established 1977
- 3 Council Members, 3 Citizens, 3 Management Members (City Manager, Budget Director, CFO)
- Policy Guidance to City Auditor
- Approve Annual Audit Plan
- Contract For CAFR Audit

[Maximizing Value Added]

- Independence
- Top Management Support
- Resources for Staff, Technology, Specialists
- Rigorous Tracking & Follow-up System

[Measures of Success]

- % Audit Plan Completed
- Economic Impact
- % Commitment Dates Met
- Customer Satisfaction
- Employee Satisfaction
- Cycle Time

Management/Consulting Services

- Focus Group Facilitation
- Customer Satisfaction Surveys
- Performance Measurement Development
- Process Improvement Studies
- Financial Feasibility Studies